

# **ADMINISTRATOR (TIMETABLING AND ROOM BOOKING)**

Learning and Teaching Service

SC4720

**CANDIDATE BROCHURE**



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# WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines

and breaks new boundaries across its priority research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Our Professors Corinne Le Quere and Rachel Warren were recipients of Nobel Peace Prize (2007), awarded to Al Gore and the Intergovernmental Panel for Climate Change (IPCC) in recognition of efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Yvonne Kirkham via [Y.Kirkham@uea.ac.uk](mailto:Y.Kirkham@uea.ac.uk).

## UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



# OUR BENEFITS

UEA offers a fantastic benefits package for staff. We recognise all our staff have different priorities and lifestyles so we are continually reviewing our offering to ensure there are benefits which suit everyone. Current benefits include:



Competitive Rates of Pay



20 Days Holiday



14 Additional Statutory and Customary days



Contributory Pension



Staff Development



Sportspark Discount



Research Support



Health and Wellbeing



Library



Campus Facilities



Care Leave Policies



Sainsbury Centre for Visual Arts



Ofsted Registered Nursery



And much more!

Further information can be found on our [Staff Benefits page](#).

# THE ROLE

The focus of the role is the production of the University timetable, rooming of teaching events and to assist the Learning and Teaching Manager with work associated with timetabling.

To work within the framework of the annual academic cycle to deliver services to staff and students in taught programmes, recording student record and taught programmes information, processing information and data and disseminating information to staff and students.

The work is very reliant on IT systems, with Timetabler and Booker being the corporate systems for administering the timetabling and room booking services. The SITS database is used for student, course, and module information. Excel, MS Forms, and other IT technologies are used to support the process.

## KEY RESPONSIBILITIES

### TIMETABLING

To use teaching patterns and associated rooming/facility request data to create an operational University teaching timetable. This will involve:

- Working with Timetabler directly, and associated resources, to establish the teaching timetables.
- Working with LTS colleagues, scheduling staff, rooms and groups of students onto teaching events.
- To be knowledgeable on the format of teaching patterns and the scheduling of both rooms and students to undertake timetabling exercises, liaising with laboratory or other technical facility managers over booking their facilities.

- Resolving timetable and room booking problems from staff and students.
- Allocating rooms to teaching events, to enable the delivery of timetables for both staff and students.
- Allocating rooms in accordance with UEA timetabling and room booking policy, including:
  - ensuring that students are taught in the most appropriate teaching space(s)
  - optimising the effective management and use of space, with consideration to:
    - matching class size to room size.
    - duration of the activity.
    - specialist facilities required.
    - allocating students and staff with a disability to appropriate space.
- To assist the Learning & Teaching Manager (Timetabling and Room booking) to improve the timetabling and room booking process to meet the needs of the University.
- To improve the University's space management by maximising the efficient and effective use of the teaching room stock.
- Monitoring the inboxes and working with the team on organising, prioritising, and keeping track of work.
- To assist with the provision of advice and training on the software used for timetabling and room booking.

### ROOM BOOKING

- Process ad hoc and other booking requests and allocate rooms accordingly updating systems as required. This will also involve responding to room booking requests from student societies and individual students as well as

## THE ROLE (CONTINUED)

other University staff.

- Providing a year-round room booking service for centrally bookable rooms, whilst prioritising bookings as indicated in the Timetabling and Room Booking policy.
- To be knowledgeable about all the University's teaching rooms and facilities and provide advice and information on any aspect of the service i.e. teaching rooms/ booking situation/ type of room, as required.
- Working with Estates colleagues, maintaining information held on Booker in relation to rooms and for example their accessibility and egress.
- To co-ordinate with stakeholders as required to ensure the smooth running of events in spaces.
- To assist with the generation of reports and management information on the performance/usage of rooms and to analyse and ensure efficient usage.
- To organise and/or undertake room occupancy surveys at key times in the year.
- To ensure that criteria/rules relating to the "Timetabling and Room Booking policy" and "UEA Room Bookings - Conditions of Use", are fulfilled across all types of booking requests.
- To abide by the provisions of Data Protection legislation in the handling of student data.

## GENERAL

- To undertake any other duties commensurate with the grade of the post as assigned by the manager.

# THE PERSON

## EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- A good standard of education with a minimum of five passes at GCSE at Grades A-C (including Mathematics and English), **OR** equivalent or higher qualifications, **OR** substantial proven recent experience of working in a similar administrative role in a busy office environment (E)
- Substantial proven recent experience of working in a similar administrative role in a busy office environment (E)
- Experience of liaising with others to progress shared tasks (E)
- Experience of accurately inputting information and generating queries and reports from a corporate record system or database (E)
- Experience of responding promptly and effectively to requests for information or procedural guidance (E)
- Experience of setting up teaching patterns, timetabling, and scheduling students on SITS, Timetabler, or equivalent (D)

## SKILLS AND KNOWLEDGE

- Proven IT skills in Microsoft Office packages including Excel (E)
- Ability to plan and prioritise tasks effectively (E)
- Excellent demonstrable communication skills (E)
- Excellent written communication skills and the ability to produce grammatically correct emails and correspondence (E)
- Excellent interpersonal skills with the ability to communicate effectively with all levels of staff both within and external to the team (E)
- Ability to resolve straightforward problems (E)
- Confident user of SITS client for student related processes (D)
- Experience of using Timetabler and/or Booker or other similar corporate software (D)

## PERSONAL ATTRIBUTES

- Accuracy and attention to detail (E)
- Ability to work in team environment effectively (E)

## SPECIAL CIRCUMSTANCES

- Due to peaks of activity, the role holder may be restricted from taking annual leave at certain times of the year (E)
- A flexible approach to work, with a willingness to undertake additional hours at times of peak activity. This may include weekend working, for example, registration weekend in September (E)

**Essential Requirements (E)** are those, without which, a candidate would not be able to do the job.

**Desirable Requirements (D)** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.



# FURTHER INFORMATION

The post is available on a full-time basis from 4 November 2024 for a fixed term of 8 months. A secondment will be considered, and applicants should please ensure that a secondment will be possible with their Line Manager/Head of Department, before submitting a formal application.

Salary will be £22,681 to £24,533 per annum, on Grade 4 on the single salary spine.

**Place of Work** - The University is supporting a hybrid-working pilot of at home and on campus 'hybrid' working for many roles. We encourage discussions about how your working arrangements can be agreed to best balance the needs of the role and your personal circumstances.

The flexibility of the hybrid-working model allows the possibility of remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

There will be varying requirements for different roles, further details will be discussed at interview.

This vacancy is not eligible for sponsorship. The successful candidate must hold or obtain permission to work in the UK, which would allow them to take up this post.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 20 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email [staff.recruitment@uea.ac.uk](mailto:staff.recruitment@uea.ac.uk)

## HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **Monday 23 September 2024**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place on **Thursday 17 October** and if you have not heard by this date please assume you have not been shortlisted on this occasion.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.



# ABOUT THE SERVICE

The Learning & Teaching Service is part of the Academic Services Division, which comprises the Learning and Teaching Service and Academic Services Office.

The Service:

- Provides administrative support for students and staff in the delivery and assessment of taught programmes;
- Undertakes projects, reviews and other development work that supports the University's Learning & Teaching Strategy;
- Processes appeals, complaints and disciplinary cases and issues surrounding compliance with regulations;
- Provides administrative support for the University's teaching timetable and room booking;
- Supports the work of the University's Learning & Teaching Committee.

The Service is structured into teams; some support a range of courses within a School or Schools, aligned to the four Faculties, and some are dedicated to the provision of placements, timetabling, assessment, projects and academic services.

We are currently working in a hybrid mode

with most staff working from home for the greater part of the week. However, there is an expectation that all staff work regularly on campus, the exact extent of this will depend on personal circumstances, the team's area of responsibilities and the period of the academic year.

More information about the Service is available at: <https://my.uea.ac.uk/divisions/student-and-academic-services/learning-and-teaching>.

The Service works collaboratively across its teams and exact duties and responsibilities may change to meet business needs.

The work undertaken is very reliant on IT systems, with the SITS database being the main corporate database used to record student data and taught programmes information, to process data and disseminate information to staff and students.

The Assessments and Quality Office provides support for examinations, manages all University examinations series, and leads on quality assurance.

The Academic Services Office provides support for the Director and Heads of Service, the Associate Pro Vice Chancellor Education and Curriculum and the Associate Pro Vice Chancellor Learning and Teaching Enhancement, and in addition supports appeals, complaints and discipline activities and the administration associated with staff recruitment activities.



# OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ **COLLABORATION**
- ✦ **EMPOWERMENT**
- ✦ **RESPECT**
- ✦ **AMBITION**



## OUR VALUES (CONTINUED)



### COLLABORATION

**We are collaborative by nature.**

Together we build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



### EMPOWERMENT

**We empower our colleagues to do their best every day.**

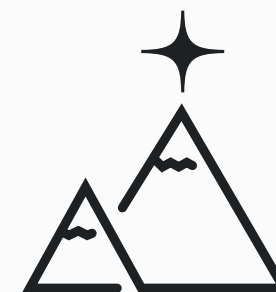
We trust our people to make decisions based on their expertise and knowledge. We work to ensure processes are simple and efficient so we are agile in times of change, and allow our people to make choices that work for them, us and wider society.



### RESPECT

**We respect each other.**

We treat everyone equally and are fair and consistent in everything we do. We value diversity and embrace different thoughts and views. We are open to challenge, so we can learn and improve. We encourage each other to create a positive, accessible environment that supports our physical and mental wellbeing.



### AMBITION

**We are ambitious for our colleagues, students and research success.**

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seize opportunities that are responsible and sustainable, and aspire to transform education for the better.

# ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, ten Schools have been awarded Bronze and four Silver, with the remaining five Schools working towards their first award. UEA signed up to the Race Equality Charter and make annual submissions to the Stonewall Workplace Equality Index.

**A vibrant place to study, learn and work, UEA is a very special place.**



# A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

## OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



# OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



# NORWICH

## A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



*If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.*

**STEPHEN FRY**





# LOCATION

Some cities you've heard of, others you have to discover.

Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

## BY ROAD

KINGS LYNN • 1 HOUR  
CROMER • 45 MINUTES  
SOUTHWOLD • 1 HOUR

## BY RAIL

LONDON • 2 HOURS  
CAMBRIDGE • 1 HR 15 MINS  
BIRMINGHAM • 4 HOURS

## BY AIR

AMSTERDAM • 55 MINUTES  
PRAGUE • 3 HOURS  
PARIS • 3-4 HOURS



An internationally renowned university, UEA is ranked in the UK Top 30 (The Times/Sunday Times 2024, Guardian University Guide 2023 and Complete University Guide 2023) and the World Top 50 (Times Higher Education Impact Rankings 2023), where it ranks in the World Top 100 for research citations (Times Higher Education World University Rankings 2023), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

### Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

